



## User Guide: Computer Based Training (CBT) in OLM

### Purpose

The guide provides learners with general instructions for enrolling in and taking a Computer Based Training Class and the corresponding assessment. It also includes steps to navigate the training, and a troubleshooting guide for any technical problems that may arise while completing the class and/or assessment. The guide is consisting of five parts. To go directly to a specific section, just click one of the titles below.

[Part I: Enrollment Instructions](#)

[Part II: Taking the Class](#)

[Part III: Completing the Assessment](#)

[Part IV: Proof of Completion](#)

[Part V: Technical Troubleshooting](#)

### Additional Information

- **Delivery:** These courses have been developed using a varieties of formats. The course description will provide information for taking that **specific** training. If the class is narrated, for instance, we recommend that you use earbuds or headphones so that others are not disturbed.
- **Technical Requirements:** Because everyone's PC and software are different, the training may not play on every PC or mobile devise. A **Technical Troubleshooting Guide** has been included at the end of this document listing several technical issues that may occur and how to resolve them.

### Questions





















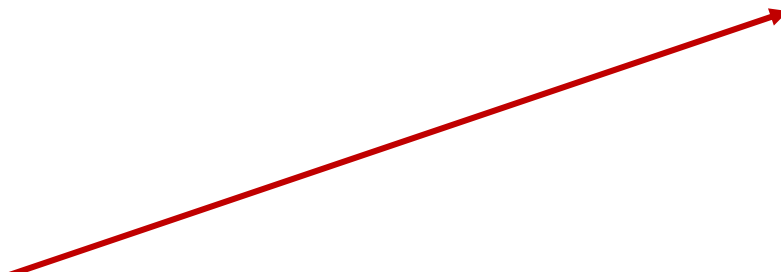
- For technical problems, review the Technical Troubleshooting Guide.
- For any non-technical questions, or if you could not resolve the technical issue using the guide provided, contact the OHR Training and Organizational Development Training Division, [OLM.Admin@montgomerycountymed.gov](mailto:OLM.Admin@montgomerycountymed.gov), 240-777-5116.

## Part I: Enrollment Instructions

1. These instructions will guide you to enrolling in the Class and the accompanying Assessment, if there is one.
2. Login through the appropriate portal, and proceed to your Learner Home.
  - [AccessMCG ePortal](#) - MCG Employees, Contractors and Volunteers who have a MCG computer network login.
  - [AccessMCG Extranet Portal](#) - Partners, Contractors and Volunteers who do not have a MCG computer network login.
3. Enrolling in the Class.
  - a. Go to the **Search** window at the top left of the screen.
  - b. In the drop-down menu change “Course” to “Class”.
  - c. Type in the window *only one word* from the title of the class. Click **Go**.
  - d. Locate the class which will end with “**CBT Class**”; for example “*HIPAA Basic Privacy 2014 CBT Class*”.
  - e. Click the **Enroll** button located across from the title on the far right of the screen.
  - f. The screen will change, and the class detail will be shown. Click **Review**.
  - g. A second screen will open. Click **Submit**.
  - h. You will be taken back to your **Learner Home** Screen.
  - i. The class should now be listed under **Enrollments** on your Learner Home Screen.
4. Enrolling in the Assessment.
  - a. Repeat **steps a through c** shown above to enroll in the assessment.
  - b. Locate the class which will end with “**Assessment**”; for example, “*HIPAA Basic Privacy 2014 Assessment*”.
  - c.
  - d. Repeat **steps e through h** listed above.
  - e. Although you will now be enrolled in both the Class and the Assessment, you must complete the Class **before** you can take the Assessment.

The next section, “[Taking the Class](#)”, includes helpful navigational information. We recommend that you review this information **before beginning**.

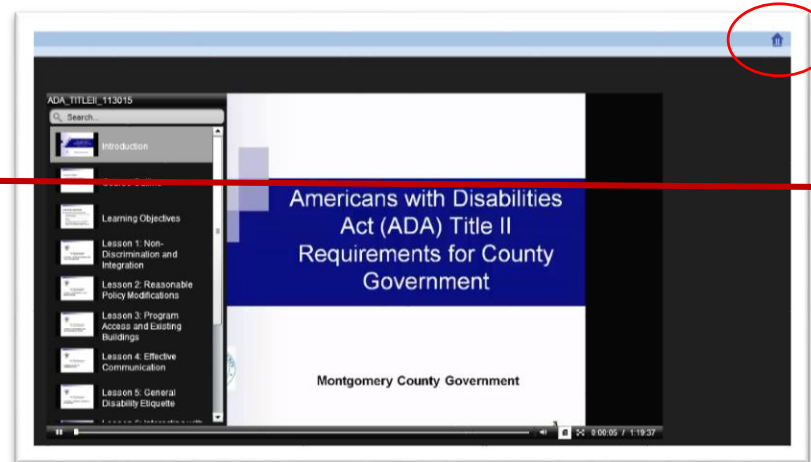
## Part II: Taking the Class

| Accessing Computer Based Training (CBT) in OLM                                 |  |   |            |                      |          |                      |              |   |                 |           |      |  |   |           |  |                      |  |                      |              |   |   |   |           |  |                      |  |                      |              |   |  |   |           |  |                      |  |                      |              |   |
|--|--|---|------------|----------------------|----------|----------------------|--------------|---|-----------------|-----------|------|--|---|-----------|--|----------------------|--|----------------------|--------------|---|---|---|-----------|--|----------------------|--|----------------------|--------------|---|--|---|-----------|--|----------------------|--|----------------------|--------------|---|
| Step   | Action   | Visual  |            |                      |          |                      |              |   |                 |           |      |  |   |           |  |                      |  |                      |              |   |   |   |           |  |                      |  |                      |              |   |  |   |           |  |                      |  |                      |              |   |
| 1  | <p><b>Begin the Class</b></p> <p>From your <b>Learner Home Page</b>:</p> <ol style="list-style-type: none"><li>Find the class listed under Enrollments.</li><li>Click the <b>Play</b> icon on the right of the screen. </li><li>The class will open with a play button (arrow) on the screen.</li><li>Click this <b>button</b> and the class will begin immediately.</li></ol> <p><b>If you get this Error Message:</b></p> <ol style="list-style-type: none"><li>Disregard it. Click <b>OK</b> and proceed.</li><li>Wait a few seconds for the Play Arrow to appear on the screen.</li><li>Click the arrow and the class will begin immediately.</li></ol> | <div><p><b>Enrollments</b></p><p>Enrollments include all current enrollments, including those in classes that are part of a learning certification or learning path.</p><p><a href="#">Show Key Notation</a></p><table><thead><tr><th>Class Name</th><th>Type</th><th>Status</th><th>Item in</th><th>Start Date</th><th>End Date</th><th>Completion Date</th><th>Time Zone</th><th>Play</th></tr></thead><tbody><tr><td><a href="#">Navigating Oracle Applications UPK Class</a></td><td></td><td>Completed</td><td></td><td>04-Mar-2013 00:00:00</td><td></td><td>24-Mar-2015 12:22:23</td><td>Eastern Time</td><td></td></tr><tr><td><a href="#">Importance of the Influenza Vaccine CBT Class</a></td><td></td><td>Completed</td><td></td><td>28-Mar-2013 00:00:00</td><td></td><td>22-Jul-2015 13:14:34</td><td>Eastern Time</td><td></td></tr><tr><td><a href="#">ADA Title II Requirements for County Government 2015 CBT Class</a></td><td></td><td>Completed</td><td></td><td>14-Jul-2015 00:00:00</td><td></td><td>14-Jul-2015 12:25:47</td><td>Eastern Time</td><td></td></tr></tbody></table></div> <div><p>Message from webpage</p><div><p>Unable to locate the LMS's API Implementation.<br/>Communication with the LMS will not occur.</p><p>OK</p></div></div> | Class Name | Type                 | Status   | Item in              | Start Date   | End Date  | Completion Date | Time Zone | Play | <a href="#">Navigating Oracle Applications UPK Class</a> |  | Completed |  | 04-Mar-2013 00:00:00 |  | 24-Mar-2015 12:22:23 | Eastern Time |  | <a href="#">Importance of the Influenza Vaccine CBT Class</a> |  | Completed |  | 28-Mar-2013 00:00:00 |  | 22-Jul-2015 13:14:34 | Eastern Time |  | <a href="#">ADA Title II Requirements for County Government 2015 CBT Class</a> |  | Completed |  | 14-Jul-2015 00:00:00 |  | 14-Jul-2015 12:25:47 | Eastern Time |  |
| Class Name   | Type   | Status  | Item in    | Start Date           | End Date | Completion Date      | Time Zone    | Play  |                 |           |      |  |   |           |  |                      |  |                      |              |   |   |   |           |  |                      |  |                      |              |   |  |   |           |  |                      |  |                      |              |   |
| <a href="#">Navigating Oracle Applications UPK Class</a>                       |   | Completed   |            | 04-Mar-2013 00:00:00 |          | 24-Mar-2015 12:22:23 | Eastern Time |  |                 |           |      |  |   |           |  |                      |  |                      |              |   |   |   |           |  |                      |  |                      |              |   |  |   |           |  |                      |  |                      |              |   |
| <a href="#">Importance of the Influenza Vaccine CBT Class</a>                  |   | Completed   |            | 28-Mar-2013 00:00:00 |          | 22-Jul-2015 13:14:34 | Eastern Time |  |                 |           |      |  |   |           |  |                      |  |                      |              |   |   |   |           |  |                      |  |                      |              |   |  |   |           |  |                      |  |                      |              |   |
| <a href="#">ADA Title II Requirements for County Government 2015 CBT Class</a> |   | Completed   |            | 14-Jul-2015 00:00:00 |          | 14-Jul-2015 12:25:47 | Eastern Time |  |                 |           |      |  |   |           |  |                      |  |                      |              |   |   |   |           |  |                      |  |                      |              |   |  |   |           |  |                      |  |                      |              |   |
|  | <p><b>Take a Break</b></p> <p><b>Important:</b> If you will be away for more than 5 minutes, log-out of the class; otherwise, your session will expire and you will be <b>locked out</b>.</p> <p>To take an <b>extended break</b>:</p> <ol style="list-style-type: none"><li><b>Complete</b> the current lesson.</li><li>Note of where you stopped.</li></ol>  |   |            |                      |          |                      |              |   |                 |           |      |  |   |           |  |                      |  |                      |              |   |   |   |           |  |                      |  |                      |              |   |  |   |           |  |                      |  |                      |              |   |

3. Click on the **Home** icon on the upper right hand side.
4. This will close the training and return to your Learner Home.

**When you return:**

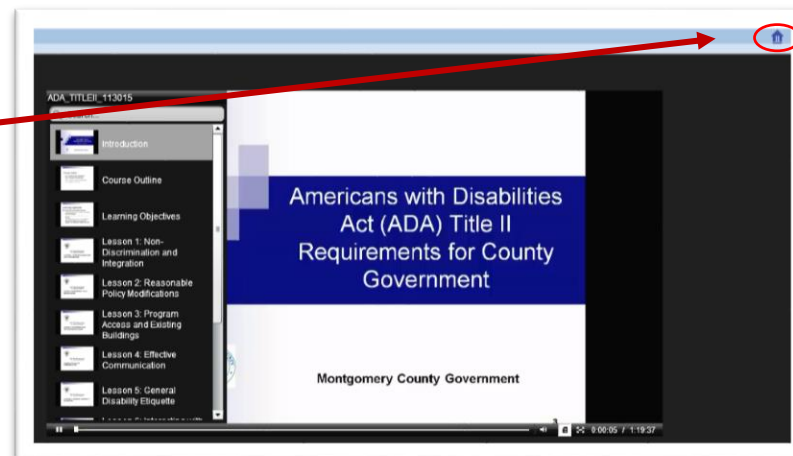
5. Click the **Play** icon on the right of the screen.
6. The class will open to the first lesson. Locate and click on the next lesson you want.
7. The training will begin at the beginning of that lesson.



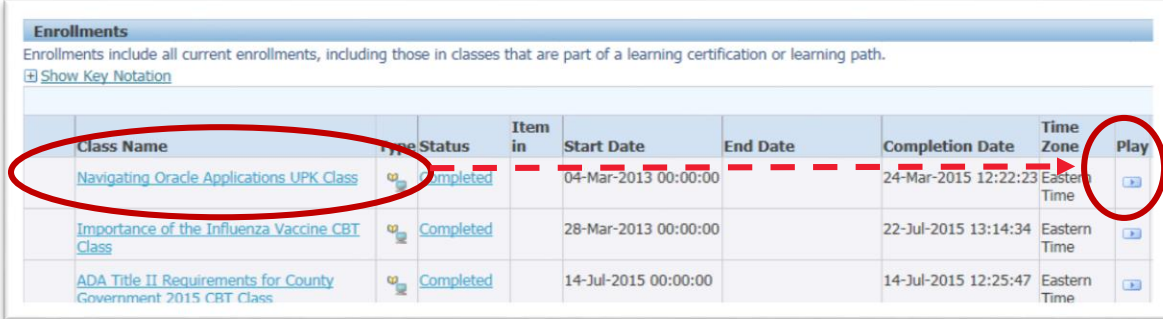
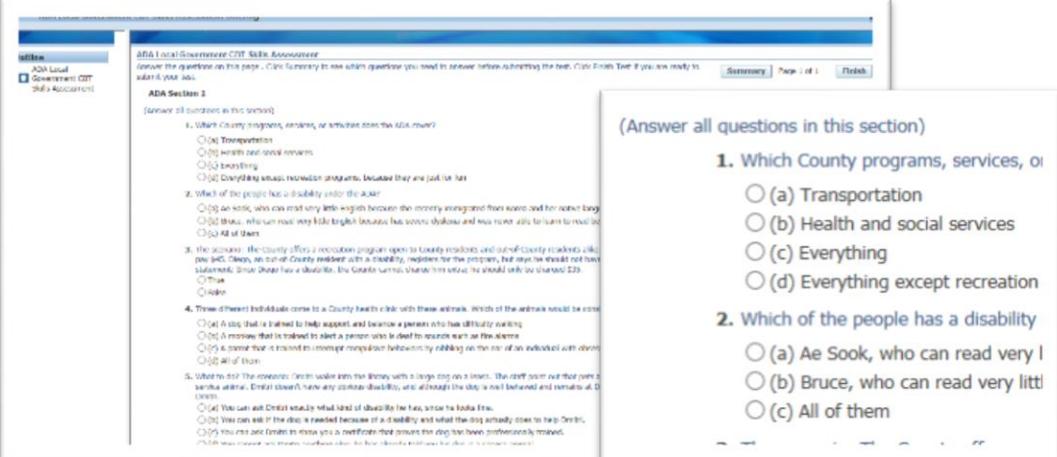
| Class Name   | Type | Status    | in | Start Date           | End Date | Completion Date      | Zone         | Play |
|--|------|-----------|----|----------------------|----------|----------------------|--------------|------|
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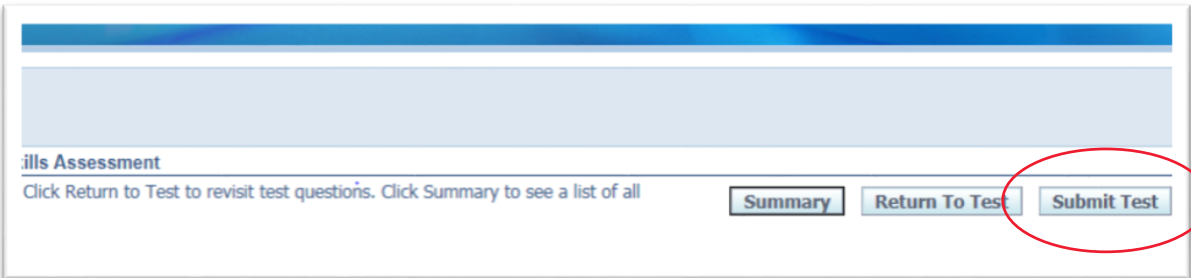
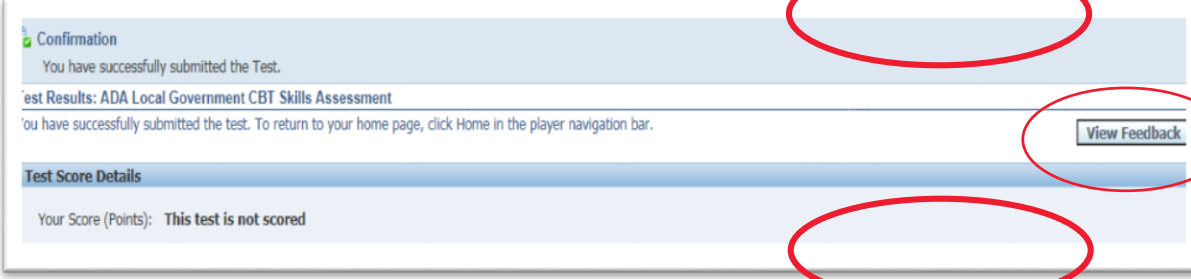
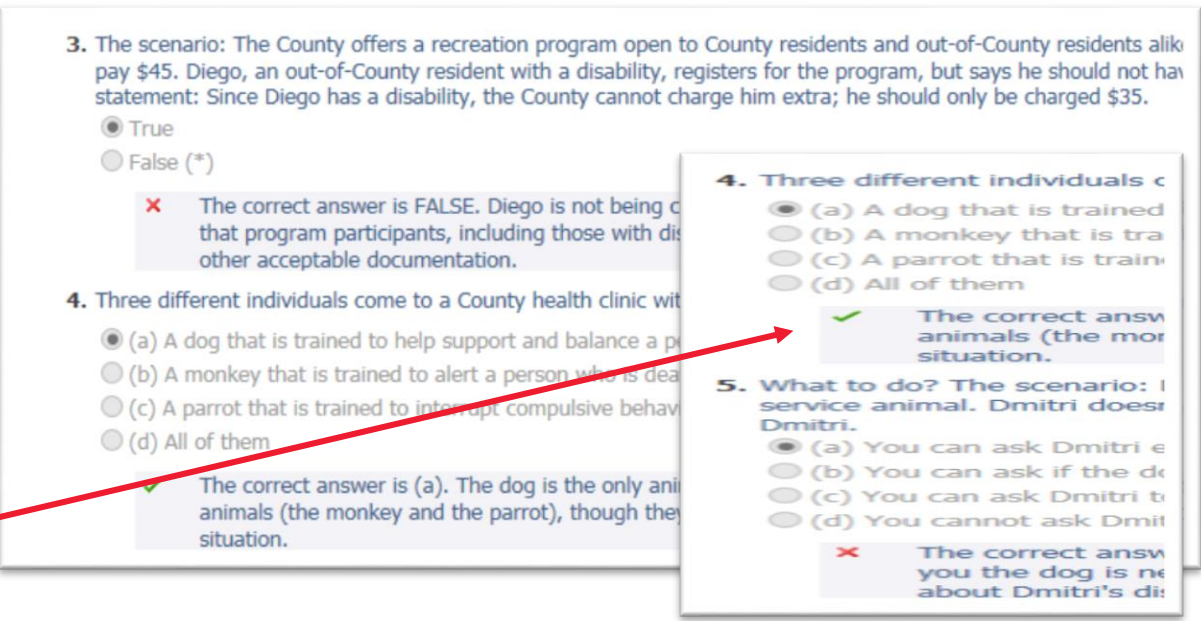
### 3. Finish the Class

1. Once you come to the last screen, click the Home icon on the upper right-hand side. See Step 5 above.
2. You will be taken back to your **Learner Home**.
3. Under **Enrollments**, the Class status will change to "Completed".
4. Your next step is to complete the Assessment.



## Part III: Completing the Assessment

| Accessing Computer Based Training (CBT) in OLM |   |   |
|--|---|---|
| Step   | Action  | Visual  |
| 1.   | <b>Begin the Assessment</b><br><br>On your <b>Learner Home Page</b> :<br>1. Look under <b>Enrollments</b> for the Assessment.<br>2. Look for the <b>Play</b> icon to the far right of the Assessment Title.<br>3. Click on the <b>Play</b> icon.                            |   |
| 2.   | <b>Respond to Questions</b><br><br>The <b>Assessment</b> will open.<br>1. For each question, select the response you think is correct by clicking the <b>radio button</b> .<br>2. You must respond to all questions.<br>3. Click <b>Finish</b> at the bottom of the screen. |  |

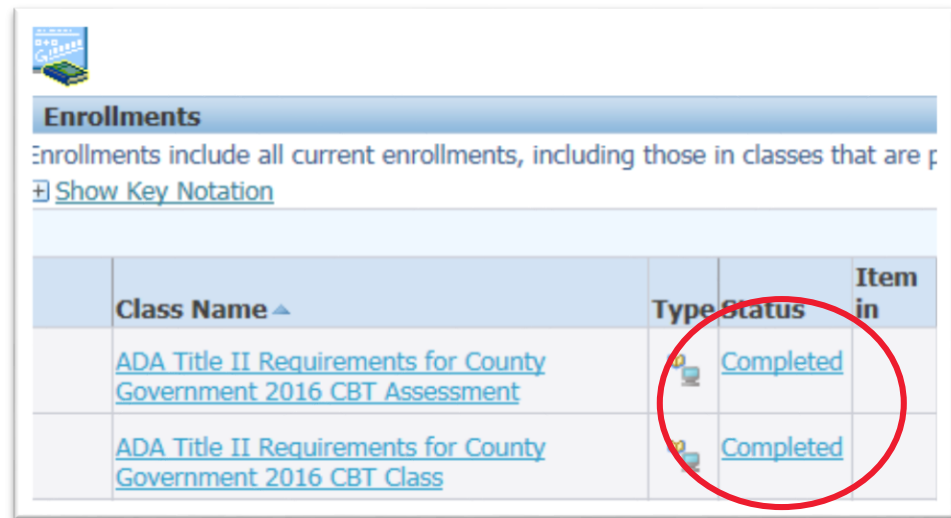
|  |   |
|--|---|
| <p><b>3. Submit your Responses</b></p> <p>The Review screen will open.</p> <ol style="list-style-type: none"> <li>1. Click <b>Submit Test</b>.</li> <li>2. The Confirmation and Test Result screen will open.</li> <li>3. This class is not scored, so nothing will be shown.</li> <li>4. Click <b>View Feedback</b>.</li> </ol>   |   |
| <p><b>4. A copy of the <b>Assessment</b> will appear indicating correct and incorrect responses.</b></p> <ol style="list-style-type: none"> <li>a. A <b>correct response</b> is show with a <b>green check mark</b>.</li> <li>b. An <b>incorrect response</b> is shown with a <b>red X</b>.</li> <li>c. An <b>explanation</b> of the correct response will be shown below each question.</li> <li>d. Review the <b>explanations</b> particularly to the answers which were wrong.</li> </ol> |    |



## 5. Close the Assessment

1. Click the **Home** icon at the top of the screen.



2. You will be taken back to your **Learner Home** screen.
3. Under **Enrollments** the class and assessment will both be listed with the status of completed.



| Enrollments  |   |   |           |         |
|--|---|---|-----------|---------|
| Enrollments include all current enrollments, including those in classes that are p |   |   |           |         |
| <a href="#">Show Key Notation</a>  |   |   |           |         |
|  | Class Name ▲  | Type  | Status    | Item in |
|  | <a href="#">ADA Title II Requirements for County Government 2016 CBT Assessment</a> |  | Completed |         |
|  | <a href="#">ADA Title II Requirements for County Government 2016 CBT Class</a>      |  | Completed |         |

## Part IV: Proof of Completion

OLM does not provide a certificate.

- If your Supervisor asks, you may provide your supervisor with one of two items:
  - A **screen shot** of your Learner Home Page showing the Class and Assessment status as Complete.
  - A **printed transcript**. Instructions for printing a transcript are located at this link: [OLM Learners Help Guide](#).



## Part V: Trouble Shooting Guide

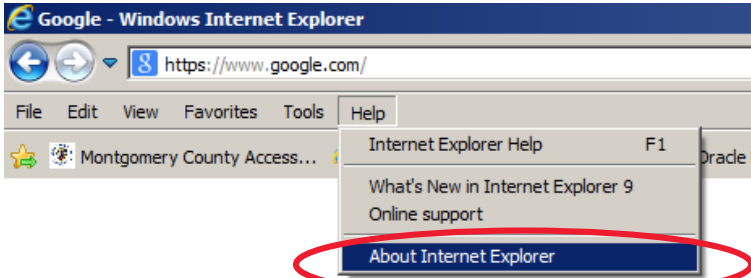
If you are having problems, it may be that the technology requirements are not being met. Below are the requirements to successfully play a CBT class, and instructions to address each issue. You may need the help of your department's Information Management Office since they are most familiar with your equipment.

### Technology Requirements

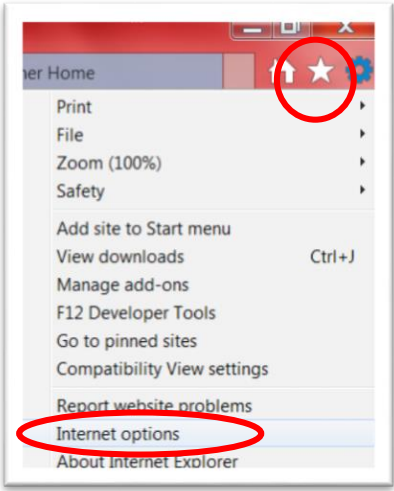
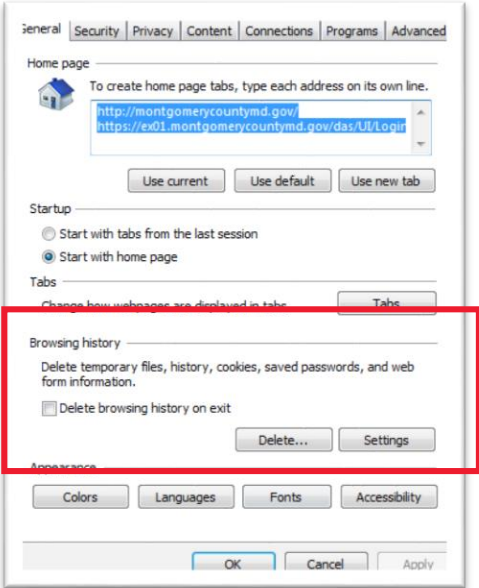
Any of these four situations could block you from completing the training. If you are having a problem, we recommend that you address each one in order. Detailed steps for resolving each issue are given below.

|    | Issue  | Resolution   |
|----|--|--|
| 1. | You need to have Version 8 or newer.             | Confirm your version of Internet Explorer (IE).            |
| 2. | The memory is too small to play the training.    | Empty the cache (memory) stored on Internet Explorer (IE). |
| 3. | Your computer is blocking the link from playing. | Add the training link to your "Trusted Sites".             |
| 4. | Computer resolution is incorrect.                | Change your computer resolution.                           |

If these measures do not work, use another browser, such as Firefox to access the training. You can download the application free at <https://www.mozilla.org/en-US/firefox/new/> (don't you need administrator authorization to download software to a County computer?)

| Step | Action:   | Visual  |
|------|---|---|
| 1.   | <b>Confirm Your Version of Internet Explorer (IE)</b><br><br><b>Open IE.</b><br><b>Go to Help</b><br><b>Select About Internet Explorer.</b> <ul style="list-style-type: none"><li>A window will open with the version clearly stated.</li><li>If needed, request an upgrade by contacting the Help Desk, 240-777-2828</li></ul> |  A screenshot of the Internet Explorer browser window. The title bar says "Google - Windows Internet Explorer". The address bar shows "https://www.google.com/". The menu bar includes File, Edit, View, Favorites, Tools, and Help. The Help menu is open, showing options: Internet Explorer Help (F1), What's New in Internet Explorer 9, Online support, and About Internet Explorer. The "About Internet Explorer" option is circled in red. |



| Step | Action :  | Visual   |
|------|---|--|
| 1.   | <p><b>Empty the Cache Stored on Internet Explorer (IE).</b></p> <p>Open your <b>browser</b>.</p> <p>Click the <b>Tools</b> icon on the top of your browser.</p> <ul style="list-style-type: none"> <li>The icon may be on the right or left.</li> </ul> <p>A box will drop down.</p> <ul style="list-style-type: none"> <li>Click on <b>Internet Options</b></li> </ul> |  <p>A screenshot of the Internet Explorer browser window. The 'Tools' menu is open, showing various options. The 'Internet options' option is highlighted with a red oval. The 'Tools' icon (a gear) in the top right corner of the browser window is also circled in red.</p>  |
|      | <p>The <b>Internet Options</b> window will open.</p> <p>Find <b>Browsing History</b></p> <ul style="list-style-type: none"> <li>Click <b>Delete</b></li> </ul>  |  <p>A screenshot of the 'Internet Options' dialog box, specifically the 'Content Advisor' tab. The 'Browsing history' section is highlighted with a red rectangle. It shows the option 'Delete browsing history on exit' with a checkbox that is currently unchecked. There are 'Delete...' and 'Settings' buttons next to this section.</p> |

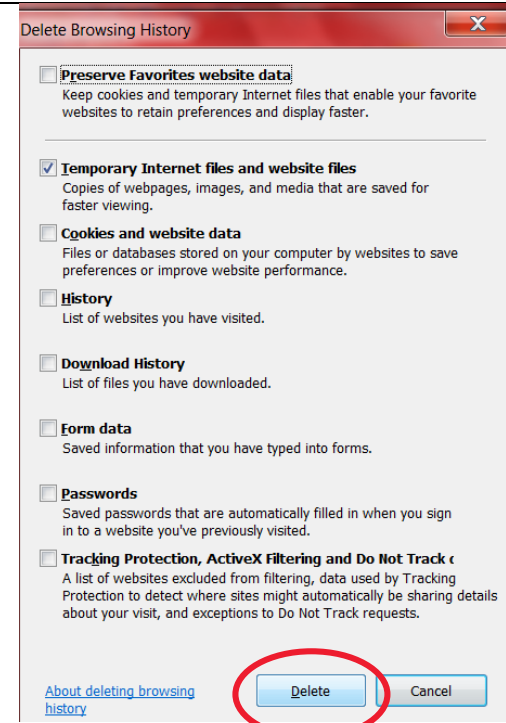
2. The **Delete Browsing** window will open.

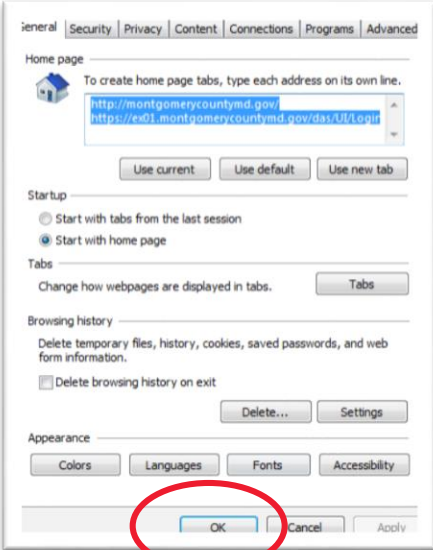
Uncheck all boxes **except Temporary Files**

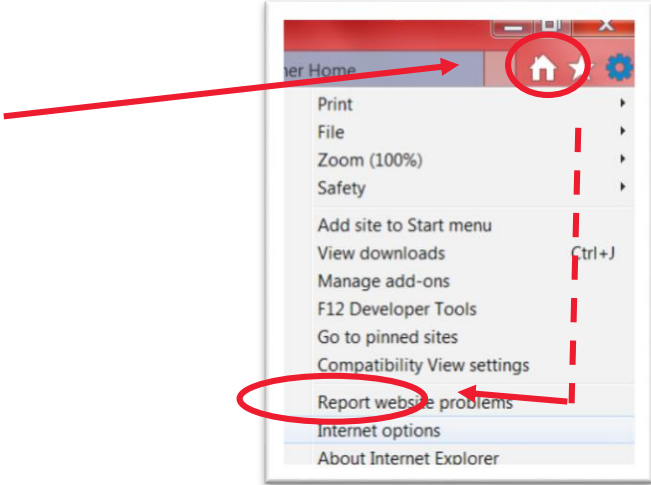
- Clicking the box to remove the check.

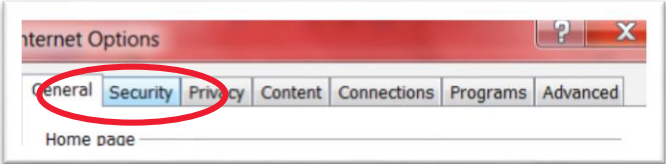
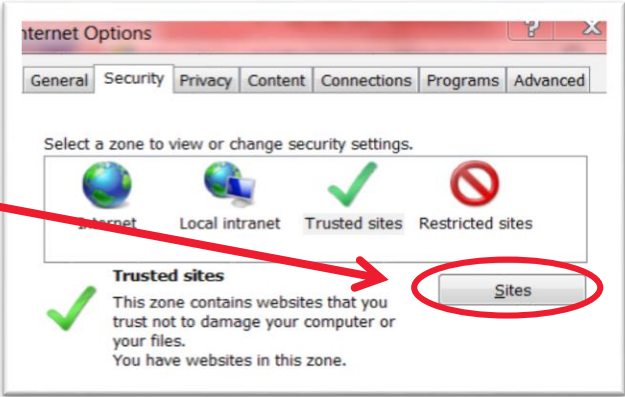
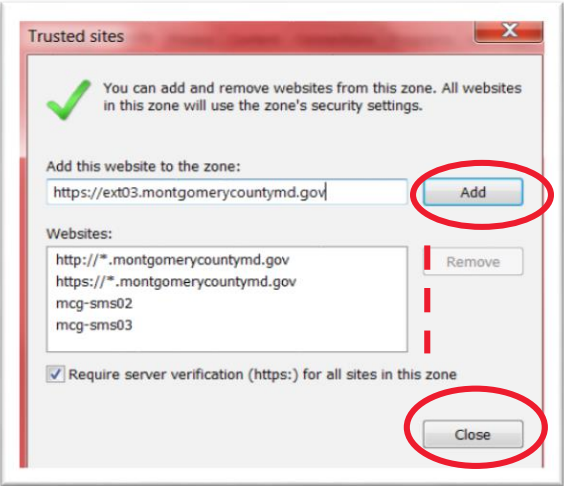
Click **Delete**

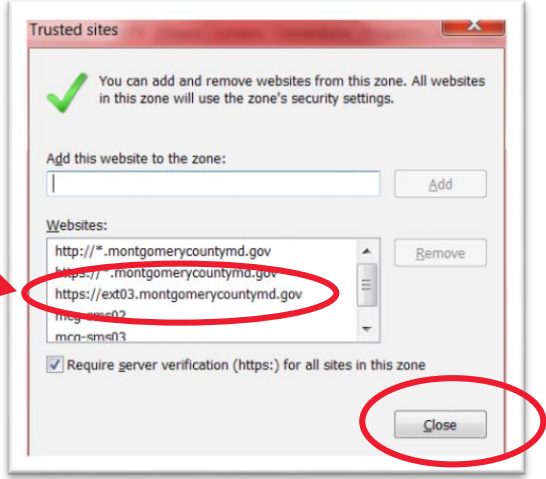
- It will take a few seconds to delete your cache.

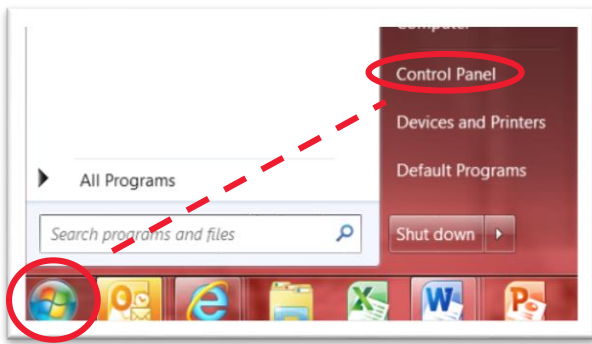
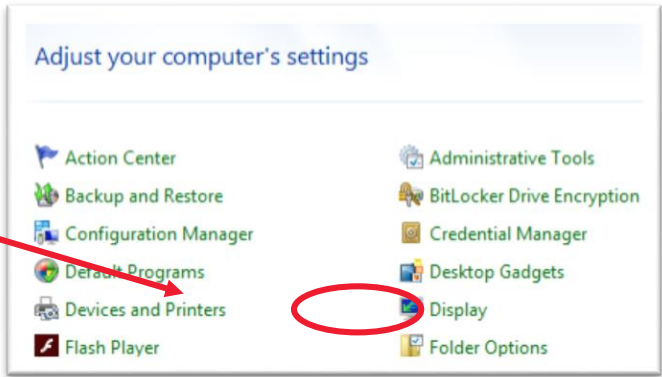
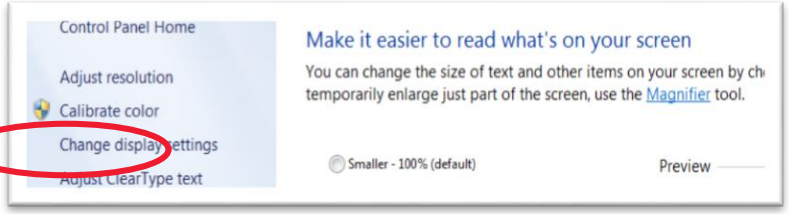


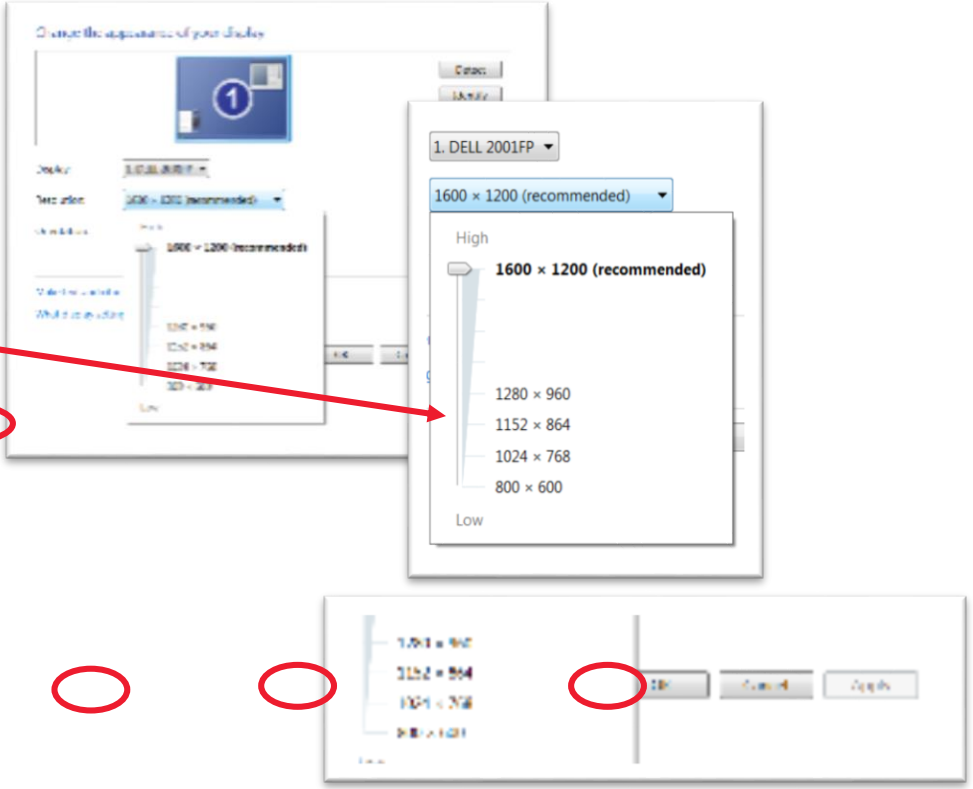
|  |   |
|--|---|
| <p>3. You will be returned to the <b>Internet Options</b> Box.</p> <p>Click <b>OK</b>.</p> <p><b>Your Cache is now cleared.</b></p> <p><b>Log out and log in</b> again and proceed to take the training.</p> |  |
|--|---|

| Step      | Action:  | Visual   |
|-----------|--|--|
| <p>1.</p> | <p><b>Add Training Link to your Trusted Sites</b></p> <p>The web link to the training (below) may need to be added to your Trusted Links: <b><a href="https://ext03.montgomerycountymd.gov">https://ext03.montgomerycountymd.gov</a></b></p> <p>Click the <b>Tools</b> icon on the top of your browser. The icon may be on the right or left.</p> <p>A box will drop down.</p> <ul style="list-style-type: none"> <li>Click on <b>Internet Options</b>.</li> </ul> |  |

|           |   |  |
|-----------|---|--|
| <p>2.</p> | <p>The <b>Internet Options</b> box will open.</p> <p>Locate the <b>Security</b> tab.</p> <ul style="list-style-type: none"> <li>Click the tab.</li> </ul>   |   |
| <p>3.</p> | <p>The <b>Security</b> window will open.</p> <p>Click on the <b>Sites</b> button.</p>   |   |
| <p>4.</p> | <p>The <b>Trusted Sites</b> window will open.</p> <p>Type the following URL in the field as shown:<br/><b>https://ext03.montgomerycountymd.gov</b></p> <ul style="list-style-type: none"> <li>Click the <b>Add</b> button.</li> <li>Click <b>Close</b> to close the <b>Sites</b> Window.</li> </ul> |  |

|           |   |   |
|-----------|---|---|
| <p>5.</p> | <p>The <b>Internet Options</b> window is still open.</p> <p>Click <b>Close</b>.</p> <p>The URL will now appear in the list of trusted Websites.</p> <p>Logon to the ePortal and proceed to take the training.</p> |  |
|-----------|---|---|

| Step | Action:   | Visual   |
|------|---|--|
| 1.   | <b>Change your Computer Resolution</b><br><br>This is done from your <b>Control Panel</b> so does not require any particular application to be running.<br><br>Move your <b>cursor</b> to the bottom left of your screen. <ul style="list-style-type: none"> <li>Click the <b>Microsoft Icon</b>.</li> </ul> A <b>menu</b> will open. <ul style="list-style-type: none"> <li>Click on <b>Contol Panel</b>.</li> </ul> |   |
| 2.   | The <b>Control Panel</b> will open up.<br><br>Find <b>Display</b> . <ul style="list-style-type: none"> <li>Click <b>Display</b>.</li> </ul>   |   |
| 3.   | The <b>Display Window</b> will open.<br><br>1. Click <b>Change Display Settings</b> .   |  |

|           |  |  |
|-----------|--|--|
| <p>4.</p> | <p>The <b>Make it Easier...</b> window will open.</p> <p>Go to the <b>Resolution</b> box.</p> <p>The resolution <b>should</b> be 1152 x 864.</p> <p>If this is not correct move the dial until the ratio changes to <b>1152 x 864</b>.</p> <ul style="list-style-type: none"> <li>Click <b>Apply</b>.</li> <li>Click the <b>Close</b> icon.</li> </ul> <p>Your screen <u>will go blank</u> for about 3 seconds while your display ratio is adjusted.</p> <p>Once the display returns</p> <ul style="list-style-type: none"> <li>Click <b>OK</b>.</li> <li>Click <b>Apply</b>.</li> </ul> |  |
|-----------|--|--|

After you have verified that your system meets the requirements, if you continue to have problems, please contact the OLM Administrator, 240-777-5116; or email [OLM.administrator@montgomerycountymd.gov](mailto:OLM.administrator@montgomerycountymd.gov)